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Headquarters, US Army
Field Support Command
1 Rock Island Arsenal
Rock Island, IL 61299-6500

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Civilian Personnel

CASUALTY NOTIFICATION

Applicability. This regulation applies to all US Army Field Support Command (AFSC) organizations and installations.

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Supplementation. Supplementation of this regulation is authorized.

Proponent. The G-1, Assistant Chief of Staff for Human Resource Management, is the proponent. Users may send comments and recommendations to AMSFS-HRC, HQ AFSC, 1 Rock Island Arsenal, Rock Island, IL 61299-6500, email afsc-ofc-hrc@osc.army.mil.

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Supersession notice. None.

FOR THE COMMANDER:



D. Scott Welker
Chief of Staff

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1. Purpose. This regulation provides procedures and responsibilities for notification of appropriate command officials, and official notification of the Next of Kin (NOK) in the event an active duty soldier, retired military, reservist on active duty for training, civilian employee, or deployed contractor become a casualty. This also contains procedures for non-HQ AFSC/HQ US Army Joint Munitions Command (JMC) employees, visitors, and contractors performing work for HQ AFSC/JMC.

2. References.

a. AR 600-8-1, Army Casualty Operations/Assistance/Insurance.

b. Message, DALO-PLS, 161410Z Jan 03, subject: Army Contractor Personnel Accounting.

c. Memorandum, Army Materiel Command, AMCPE-C, 1 May 01, subject: Casualty Notification Procedures.

d. Fort Leonard Wood Casualty Area Command: Guide for the Notification Officer, 12 Mar 03.

e. Fort Leonard Wood Casualty Area Command: Guide for the Casualty Assistance Officer, 12 Mar 03.

f. DA Form 6, Duty Roster.

3. Terms and Abbreviations. Terms are listed below; abbreviations are listed at the end of this regulation in the Glossary.

a. Casualty. For purposes of this regulation, an employee, military, civilian, or deployed contractor who has been declared dead, injured, or missing. Civilian casualties fall into the following categories:

(1) An employee paid from appropriated funds who becomes a casualty during travel status or temporary duty (TDY) within the 50 states and the District of Columbia or who becomes a casualty while assigned, deployed, or TDY outside the 50 states and the District of Columbia.

(2) An employee paid from non-appropriated funds (NAF) who becomes a casualty while assigned to HQ AFSC/HQ JMC.

(3) A contractor employee who performs work for HQ AFSC/HQ JMC either on an installation/activity or who is deployed in support of HQ AFSC/HQ JMC operations.

(4) A visitor who is not employed by HQ AFSC/HQ JMC but who is visiting a HQ AFSC/HQ JMC installation/activity.

b. Active Duty Soldier. All soldiers, regardless of component, who are in an active duty status (i.e., active component, Army Reserve or Army National Guard on active duty for training, Active Guard and Reserve, mobilized, etc.)

c. Casualty Area Command (CAC). The command assigned responsibility for the area in which the casualty occurs or the area in which the next of kin resides.

d. US Army Total Army Personnel Command (PERSCOM) Casualty and Memorial Affairs Operations Center (CMAOC). The casualty program is an administrative function which ensures that all reportable casualties are accountable, reported, and documented. This function is accomplished by CACs located worldwide which are under the technical supervision of the Casualty Operations Center (COC) of the CMAOC, PERSCOM.

e. Primary Next of Kin (PNOK). The person most closely related to the casualty for casualty notification and assistance purposes. This is normally the spouse of married persons and the parents of single individuals who have no children.

f. Secondary Next of Kin (SNOK). Any NOK not the PNOK.

g. In-Person Notification. The Secretary of the Army has directed in-person notification for all deceased and missing casualties (AR 600-8-1, paragraph 4-3a and b). The type of notification to NOK of injured casualties is determined on a case-by-case basis. The Fort Leonard Wood, Missouri (FTLWMO) CAC will provide appropriate guidance when relaying casualty information to the Rock Island Arsenal (RIA) Emergency Operations Center (EOC). IAW AR 600-8-1, NOK notification will be accomplished between the hours of 0600 and 2200 and within 4 hours of the DA CMAOC issuing the casualty message to the FTLWMO CAC.

4. Responsibilities.

a. The RIA Operations Officer is responsible for ensuring that all Casualty Notification Officers (CNOs) and Casualty Assistance Officers (CAOs) are trained to execute their duties, either in a classroom setting or via FTLWMO training video. The telephone number is (309) 782-1444 (DSN 793-1444).

b. Military casualties. The RIA Operations Officer maintains a Duty Roster (DA Form 6) of eligible CAOs in the rank of Sergeant First Class and above, based upon input from each RIA tenant unit. CAOs are subject for detail to a case, by the RIA Operations Officer, during a predetermined (usually week-long) window, which they rotate through IAW the DA Form 6. The cases are assigned to RIA by the FTLWMO CAC for RIA and non-RIA stationed soldiers.

c. Civilian casualties. The appropriate G-Staff or Deputy Chief of Staff (for Special Staff Offices) in the office where the employee is assigned will assign a CAO from their directorate/office to the PNOK IAW AR 600-8-1, and the Fort Leonard Wood CAC Guide for the CAO. The CAO will, with the assistance of the servicing Civilian Personnel Advisory Center (CPAC), assist the PNOK with processing all survivor benefits forms with the Army Benefits Center, etc.

5. Procedures.

a. Information flow. It must be clearly understood that there are two communication processes; they are the official notification chain and the informational chain. Personnel involved with these processes must ensure that nothing interferes with official notification and that it is handled expeditiously, professionally, and with the utmost dignity to the families of the NOK.

b. Process for military casualty NOK notification (also see Appendix A).

(1) The official notification process: The RIA EOC serves as the CAC point of contact (POC). Upon completion of receipt a military casualty notification message, the RIA EOC will phone the FTLWMO CAC to verify they originated the message. When AFSC/JMC is providing the CNO, the RIA EOC Casualty Operator will contact the on-call CNO and the command chaplain at (309) 782-0911 (DSN 793-0911) and advise them to report to the AFSC/JMC EOC. The RIA EOC Casualty Operator will provide a copy of the Notification Worksheet (Appendix D), which FTLWMO uses to relay casualty information to the AFSC/JMC EOC POC.

(a) It is extremely important that the AFSC/JMC EOC carefully document all information on the Notification Worksheet as received from the RIA EOC Casualty Operator and complete as much additional information as possible for the CNO. Refer to the Fort Leonard Wood CAC Guide for the Notification Officer for specific instructions on how to prepare the notification officer

for his/her duties. The AFSC/JMC EOC representative receiving the casualty report will read all information back to the caller to ensure correctness.

(b) After the CNO is briefed, receives the partially completed Notification Worksheet from the EOC POC, phones the FTLWMO CAC for amplifying instructions, and conducts link-up with the chaplain, he/she will then make NOK notification. During the notification visit, it is imperative that the CNO confirm the NOK's mailing address and phone number listed on the Notification Worksheet is complete, accurate, and valid for the next 45 days.

(c) After returning from NOK notification, the CNO will immediately submit the completed Notification Worksheet and Record of Casualty Notification Actions to the AFSC/JMC EOC. The CNO will personally phone the FTLWMO CAC to report NOK notification completion and receive any additional instructions.

(d) The AFSC/JMC EOC will datafax copies of the completed Notification Worksheet and Record of Casualty Notification Actions immediately to the FTLWMO CAC at (573) 596-0742 (DSN 581-0742) and report notification completion through RIA EOC to FTLWMO CAC after the notification officer's return. Time is of the essence. Ensure the information is accurate.

(2) The informational notification process: Once the official notification process has been initiated for a HQ AFSC/HQ JMC soldier, the AFSC/JMC Operations Center will immediately notify the HQ AFSC Chief of Staff at (309) 782-6511 (DSN 793-6511). The Command Group will prepare and send a letter of sympathy, condolence, or concern to the PNOK (refer to AR 600-8-1 to determine which type letter is appropriate).

(3) After confirmation of NOK Notification with DA CMAOC by the AFSC G-1 (via the AMC G-1), the AFSC/JMC Operations Center will notify the following personnel:

(a) The appropriate G-Staff or Deputy Chief of Staff (for Special Staff Offices) in the office where the soldier is assigned.

(b) The HQ AFSC Assistant Chief of Staff for Public Communications, G-5, at (309) 782-1193 (DSN 793-1193).

(c) The HQ AFSC Assistant Chief of Staff for Force Protection, G-2, at (309) 782-1529 (DSN 793-1529).

(d) The HQ AFSC Safety and Radioactive Waste Directorate at (309) 782-2113 (DSN 793-2113).

(e) The HQ AFSC Assistant Chief of Staff for Human Resource Management, G-1, at (309) 782-5327 (DSN 793-5327).

c. Process for Civilian Casualty NOK Notification (also see Appendix A).

(1) The official notification process: The RIA EOC serves as the CAC POC. When they receive notification of a civilian casualty, they will immediately call back the reporting organization to verify the report. This is a precaution to ensure no misunderstanding or misinformation occurs. The RIA EOC Casualty Operator will then contact an on-call RIA representative to determine the organization to which the casualty belongs.

(2) If the casualty is an AFSC/JMC employee, the RIA EOC Casualty Operator will contact the AFSC/JMC EOC and advise them of the casualty and to which organization the individual(s) belongs. The AFSC/JMC EOC will carefully document all information on the Notification Worksheet (Appendix D) as received from the RIA EOC and will complete as much information as possible for the CNO on the enclosed. Refer to the Fort Leonard Wood CAC Guide for the Notification Officer for specific instructions on how to prepare the notification officer for his/her duties. The AFSC/JMC EOC representative receiving the casualty report will read all information back to the caller to ensure correctness.

(3) The AFSC/JMC EOC will then contact the respective senior military/civilian supervisor CNO. The CNO will immediately contact the AFSC/JMC EOC Desk in the Operations Center at (309) 782-4815 (DSN 793-4815), for further instructions and the AFSC Chaplain. During the visit, the CNO must confirm with the NOK that their mailing address (on the Notification Worksheet) is complete, accurate, and valid for the next 45 days. The CNO will have the Chaplain accompany them on this mission and will comply with the following guidelines upon their return:

(a) After returning from NOK notification, the CNO will immediately submit the completed Notification Worksheet and Record of Casualty Notification Actions (Appendix E) to the AFSC/JMC EOC. The CNO will personally phone the FTLWMO CAC to report NOK notification completion and receive any additional instructions.

(b) The AFSC/JMC EOC will datafax copies of the completed Notification Worksheet and Record of Casualty Notification Actions immediately to the FTLWMO CAC at (573) 596-0742 (DSN 581-0742) and report notification completion through RIA EOC to FTLWMO CAC after the notification officer's return. Time is of the essence. Ensure the information is accurate.

(4) If the casualty is not an RIA employee but their NOK reside(s) in the local area, the servicing CPAC will effect Casualty Notification and Assistance. They will comply with paragraphs 3(a) and (b) above.

(5) The informational notification process: Once NOK notification process has been initiated for HQ AFSC/HQ JMC employee(s), the AFSC/JMC Operations Center will immediately notify the HQ AFSC Chief of Staff (309) 782-6511 (DSN 793-6511). The respective Command Group will prepare and send a letter of sympathy, condolence, or concern to the PNOK (refer to AR 600-8-1 to determine which type letter is appropriate).

(6) After confirmation of NOK Notification with DA CMAOC by the AFSC G-1 (via the AMC G-1), the AFSC/JMC Operations Center will notify the following personnel:

(a) The appropriate G-Staff or Deputy Chief of Staff (for Special Staff Offices) in the office where the employee is assigned. A representative from the appropriate office will have already provided the notification to the NOK but that information is treated as CLOSE HOLD until that mission has been completed.

(b) The HQ AFSC Public Affairs Office at (309) 782-1193 (DSN 793-1193).

(c) The HQ AFSC Force Protection Office at (309) 782-1529 (DSN 793-1529).

(d) The HQ AFSC Safety Office at (309) 782-2113 (DSN 793-2113).

(e) The HQ AFSC G-1 at (309) 782-5327 (DSN 793-5327). The G-1 will also inform the servicing CPAC.

(f) The HQ AFSC Command Chaplain at (309) 782-0911 (DSN 793-0911).

d. Notification Procedures for Non-deployed Contractors and Visitors. Notification procedures for casualties involving contractors performing work for HQ AFSC/JMC or for visitors will

vary depending on the specific circumstances of each situation. However, the notification process will be initiated either by the organization being visited or by the organization for which the contractor is performing work. The organization will:

(1) Notify the local Provost Marshal/Security Officer. The Provost Marshal/Security Officer will determine if a Serious Incident Report (SIR) should be prepared and submitted.

(2) Notify the HQ AFSC/JMC Operations Center at (309) 782-4815 (DSN 793-4815) and determine other levels of appropriate notification (e.g., local commander, major command). The appropriate level of notification may be different depending on the specific status of the deceased contractor or visitor.

(3) Determine whether further action may be required. This might include the preparation of a letter of condolence for signature by an appropriate official (e.g., local commander, senior official of the organization).

e. Process for Deployed Contractor Casualty NOK Notification (refer to Appendix A).

(1) Casualty notification procedures for deployed AFSC/JMC contractors will be handled IAW the DA Message at reference 2b, as depicted in Appendix A.

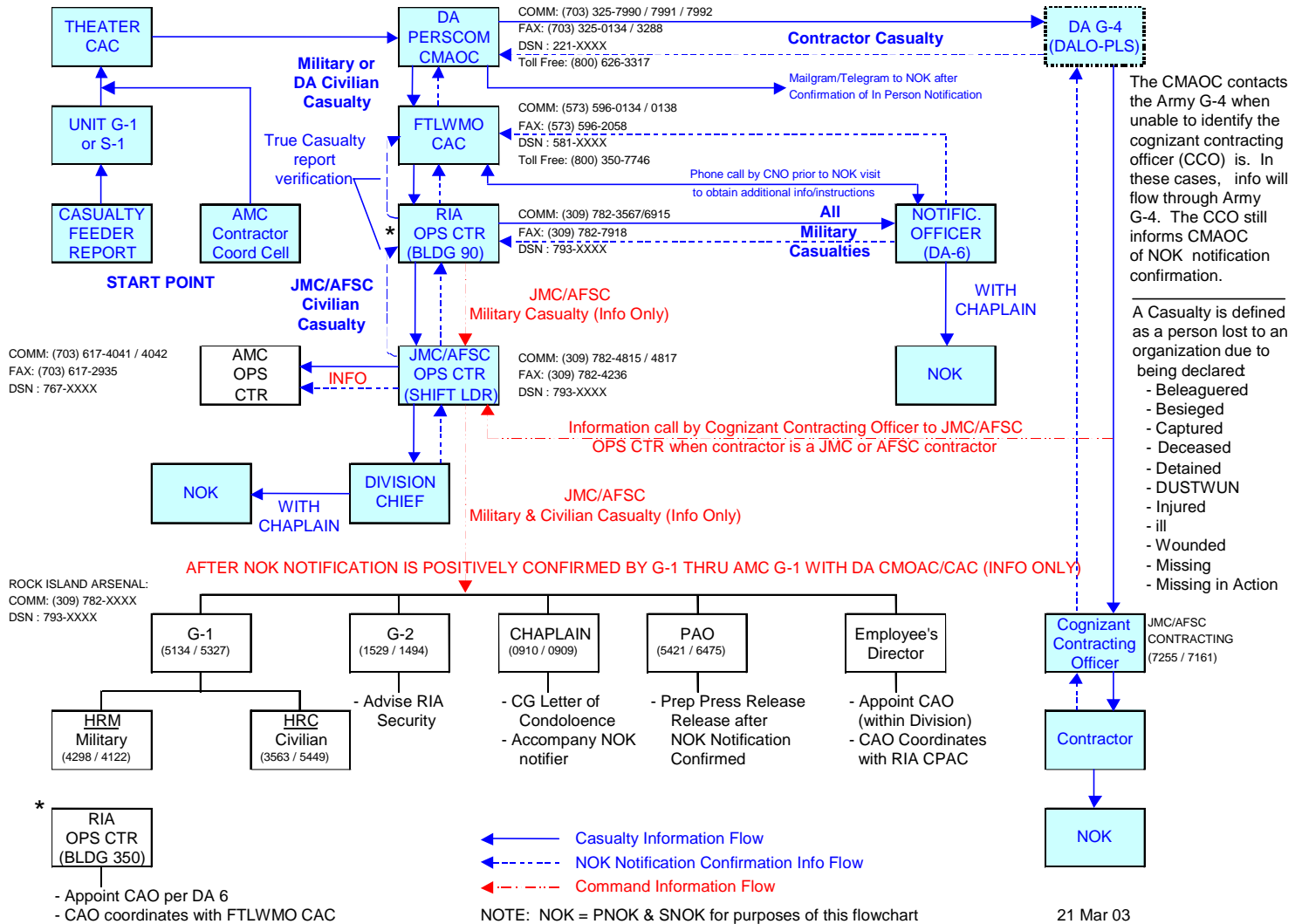
(2) The DA CMAOC will notify the Cognizant Contracting Officer (CCO) who will, in turn, notify the contracting firm. The contracting firm will effect NOK notification, then advise the CCO who will subsequently advise the CMAOC and AFSC/JMC of NOK notification.

(3) The AFSC/JMC Contracting office can be reached at (309) 782-7255/7161 (DSN 793-7255/7161).

f. Unit (CLOSE-HOLD) Casualty Information Flow (refer to Appendix B). This type information can arrive at HQ JMC or HQ AFSC from a variety of sources. It is essential that information received outside the official notification channel (from DA PERSCOM CMAOC) be reported immediately to the AFSC/JMC EOC for reporting/confirmation through FTLWMO CAC to DA PERSCOM CMAOC. UNDER NO CIRCUMSTANCE WILL ANY NOK BE CONTACTED BY A MEMBER OF THIS COMMAND PRIOR TO OFFICIAL NOTIFICATION BY THE CASUALTY NOTIFICATION OFFICER.

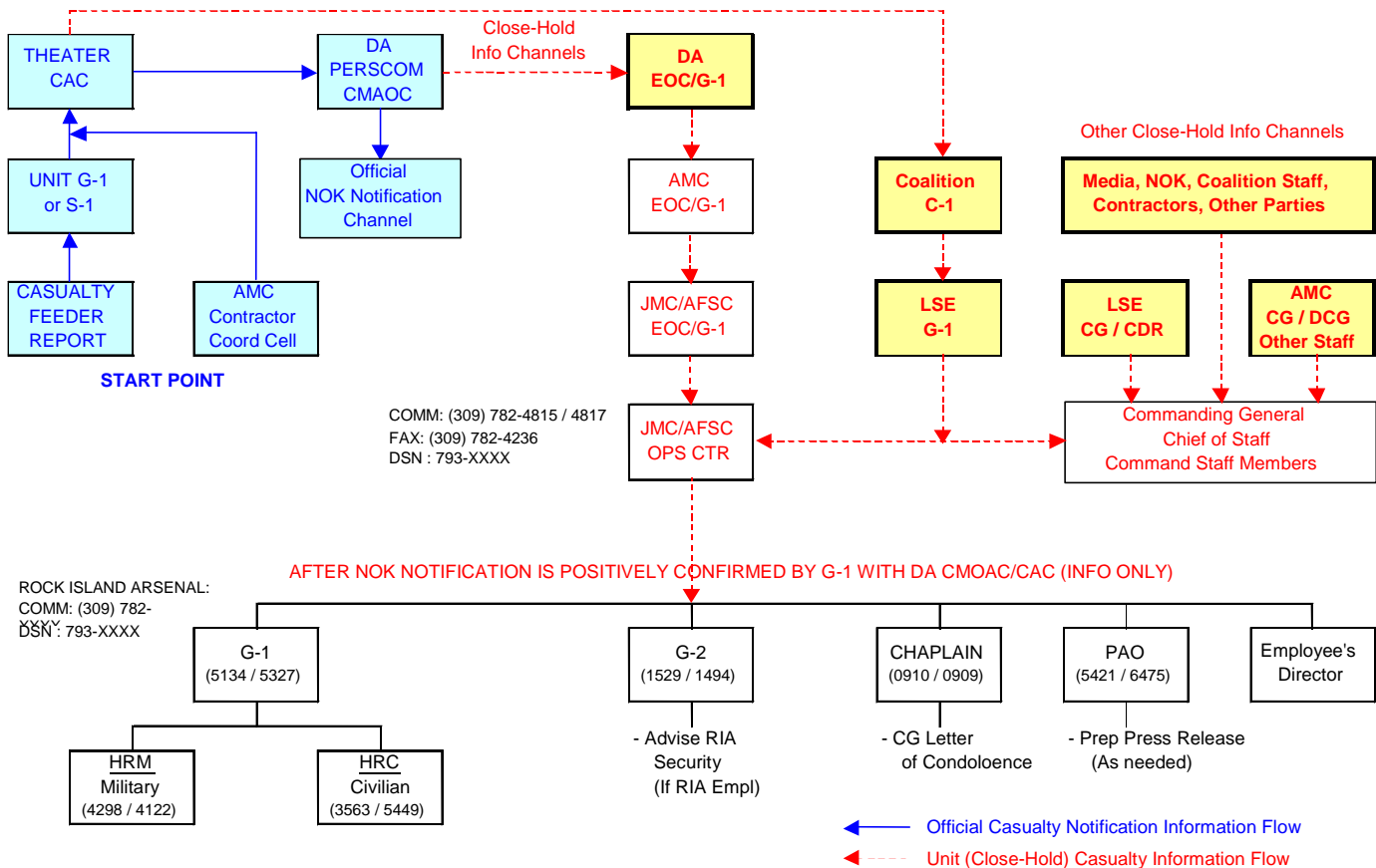
Appendix A

Casualty Information Flow for Military, Civilians, and Contractors on the Battlefield (Where Rock Island Arsenal has NOK Notification/Casualty Assistance Mission)



Appendix B

Unit (Close Hold) Casualty Information Flow (Where RIA does not have NOK Notification/Casualty Assistance Mission)



IT IS IMPERATIVE THAT **NO ONE** CONTACT OR COMMUNICATE CASUALTY INFO TO THE NEXT OF KIN OTHER THAN THE OFFICIAL CASUALTY NOTIFICATION OFFICER

POTENTIAL SOURCES OF INFORMATION FOR NOTIFICATION OF OWNING UNIT HQ ARE NUMEROUS. THE OPTIMUM SOLUTION IS FOR INFO TO FLOW THROUGH OPERATIONS CHANNELS.

PERSONNEL LEARNING OF CASUALTY INFORMATION MUST REPORT IT TO THE JMC/AFSC OPS CENTER ASAP IN ORDER TO EFFECT CONFIRMATION WITH OFFICIAL CASUALTY NOTIFICATION CHANNELS AND INFORM THE CHAIN OF COMMAND.

APPENDIX C

CASUALTY FEEDER/WITNESS REPORT

- ITEM 1 CASUALTY REPORT TYPE: _____
 (INIT) Initial: First report submitted on a person involved in a single casualty incident
 (STACH) Status Change: Definite change in person's status from wounded, injured, ill, deceased; or missing to deceased.
 (SUPP) Supplemental: Provide additional or corrected information to an INIT report.
 (PROG) Progress: Report medical progress of hospitalized wounded, injured, or ill personnel.
- ITEM 2 TYPE OF CASUALTY: _____
 (HOSTILE) Person who is the victim of a terrorist activity or becomes a casualty in action.
 (NONHOSTILE) Person who becomes a casualty due to circumstances not directly attributable to hostile or terrorist activity.
- ITEM 3 CASUALTY STATUS: _____
 (DECEASED)
 (MIA) Missing in Action
 (NSI) Not seriously injured or ill
 (SI) Seriously injured, wounded, or ill
 (VSI) Very seriously injured, wounded, or ill
- ITEM 7 CATEGORY OF INDIVIDUAL: _____
 (CIVILIAN) (DEPENDENT)
 (FAMILY MEMBER) (FGN NATL)
 (MILITARY) (RETIRED)
 (RETIRED DEPENDENT) (CONTRACTOR)
- ITEM 8 SOCIAL SECURITY NUMBER(SSN): _____
- ITEM 9 NAME: (LAST/FIRST/MIDDLE/SUFFIX (JR, SR, III, etc.))
- ITEM 12 RANK: (MILITARY RANK OR CIVILIAN RANK)
- ITEM 14 UNIT OF ASSIGNMENT: _____
 Organization name w/UIC, installation name, state, zip code
- ITEM 36 DATE: (YYYYMMDD/HHMM)_____
- ITEM 39 CIRCUMSTANCES: _____
 Report facts & report as much information as possible
- ITEM 40 INFLECTING FORCE: _____
 (AMIGO) Allied Forces (ENEMY) Enemy Force
 (BUDDY) U.S. Forces (UNK) Unknown

APPENDIX D (cont)

INFORMATION PERTAINING TO SECONDARY NEXT OF KIN (SNOK)

Name and SSN of SNOK _____
(Last) (First) (MI) (SSN)

Relationship of NOK _____ Date of Birth _____ Telephone _____

Confirm 45-Day Address _____
(Street) (City) (State) (Zip Code)

INFORMATION PERTAINING TO CHILDREN

Name(s) and date of birth of children (List full name--last, first, middle)

(Last Name) (First Name)(Middle Name) (Date of Birth)

(Last Name) (First Name)(Middle Name) (Date of Birth)

(Last Name) (First Name)(Middle Name) (Date of Birth)

(Last Name) (First Name)(Middle Name) (Date of Birth)

(Last Name) (First Name)(Middle Name) (Date of Birth)

(Last Name) (First Name)(Middle Name) (Date of Birth)

NOTE: If children are residing with other than the PNOK, note in-care-of, with the full name and address of the NOK.

Divorce Involved (YES or NO): _____

Divorce Concerns: _____

The Casualty Assistance Officer (CAO) will collect the necessary information.

APPENDIX D (cont)

List any questions the next of kin may have (give this information to the Casualty Operations Office and CAO)

Ensure you relay the following information to the PNOK prior to departure:

- a. A mailgram will be sent to verify the information you have just provided them.
- b. A CAO will contact them within 24 hours and arrange for a personal visit at their convenience (PNOK Only).

After departure from the residence:

- a. Immediately call the CAC Casualty Operations Office (800) 350-7746 or (573) 596-0134/0138 to relay that notification is complete. Advise the Casualty Operations Office of any problems or if NOK cannot be contacted with 4 hours after you were assigned notification duty.
- b. Immediately provide worksheet information to the Casualty Operations Office upon return to your station.

NOTES:

1. Were any health problems noted with the PNOK or SNOK? YES or NO. If Yes, provide brief description of problems.

2. Were there any language barriers with the NOK? YES or NO. Principle language:

3. Other comments:

GLOSSARY

AFSC	Army Field Support Command
CAC	Casualty Area Command
CAO	Casualty Assistance Officers
CCO	Cognizant Contracting Officer
CMAOC	Casualty and Memorial Affairs Operations Center
CNO	Casualty Notification Officers
COC	Casualty Operations Center
CPAC	Civilian Personnel Advisory Center
EOC	Emergency Operations Center
FTLWMO	Fort Leonard Wood, Missouri
JMC	Joint Munitions Command
NAF	Nonappropriated Fund
NOK	Next of Kin
PERSCOM	US Army Total Army Personnel Command
PNOK	Primary Next of Kin
POC	Point of Contact
RIA	Rock Island Arsenal
SNOK	Secondary Next of Kin
TDY	Temporary Duty Travel